



Santa Clara Police

Training Flash



False Alarm Dispositions

On January 4th 2021, the Santa Clara Police Department will go live with a new vendor to track and monitor false alarms. Crywolf was awarded the public bid and will be responsible for billing false alarms. To ensure a smooth transition and accurate billing, our team modified response/disposition codes for CAD. Below, please see the minor changes

Dispatch will enter the call type as the following:

A CAD Event is created with one of the following Alarm Event Codes are:

Event Type Code	Event Type
1033	UNK TYPE ALARM
1033B	BURG ALARM
1033H	HOLDUP ALARM
1033P	PANIC ALARM
1033S	SPEC CIRC ALARM

When an officer arrives and completes their investigation, an officer will have the following disposition options to choose from:

Disposition	Meaning	Chargeable	Initiates Dispo
700	False Alarm - Employee or Owner Caused	Yes	Officer
701	False Alarm - Mechanical Causes	Yes	Officer
709	Alarm - Natural Causes	No	Officer
710	No Audible Alarm or Audible Alarm – Unable To Locate	No	Officer

Dispatchers have disposition options for the call based on instructions from the Watch Commander or Responsible Party:

ADVEVNT	Advised Event -- an alarm that goes off multiple times in one day and the Watch Commander declares that the PD is not going to respond for the remainder of the day.	No	Dispatch
BI	Beat Information -- an alarm that goes off multiple times in one day and the Watch Commander declares that the PD is not going to respond for the remainder of the day.	No	Dispatch
CAN	Canceled	No	Dispatch
CANCELEV	Canceled	No	Dispatch
DUPNCAN	Duplicate and Canceled	No	Dispatch

This is Training Flash is for informational purposes. We do not anticipate these technical changes to affect our response to alarm calls. If you have any questions, please feel free to contact Sgt. Thompson, Lt. Phan or CSO Lobito.

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Reviewed By:CPA10
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